

Notice of Allowability	Application No.	Applicant(s)
	10/015,380	BROWN ET AL.
	Examiner Md S. Elahee	Art Unit 2614

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. This communication is responsive to 01/17/2006.
2. The allowed claim(s) is/are 10-12 and 17-20 (Rearranged claims are 1-16).
3. Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) All
 - b) Some*
 - c) None
 of the:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) hereto or 2) to Paper No./Mail Date _____.
 - (b) including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. Notice of References Cited (PTO-892)
2. Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. Information Disclosure Statements (PTO-1449 or PTO/SB/08),
Paper No./Mail Date _____
4. Examiner's Comment Regarding Requirement for Deposit
of Biological Material
5. Notice of Informal Patent Application (PTO-152)
6. Interview Summary (PTO-413),
Paper No./Mail Date _____.
7. Examiner's Amendment/Comment
8. Examiner's Statement of Reasons for Allowance
9. Other _____.

DETAILED ACTION

This case has been transferred from examiner Allan Hoosain to examiner Alam Elahee. After careful review of claims **1-12 and 17-20** examiner has withdrawn the rejection as stated in previous Final Rejection because regarding the argument in the brief is persuasive.

Reasons for Allowance

1. Claims 1-12 and 17-20 are allowed.

The following is a statement of reasons for the indication of allowable subject matter:

The prior art Brown fails to teach receiving a request for a caller profile according to an authenticated voice identifier of a caller being currently on hold within a particular call center as recited claims 1, 6, 17 and 19. Since the Brown's prior art is belong to same assignee and same inventive entity, it is not obvious to modify the prior art.

The prior art Uppaluru fails to teach receiving a request for a caller profile according to an authenticated voice identifier of a caller being currently on hold within a particular call center, wherein the caller profile comprises prior on hold selections by the caller while the caller previously waiting on hold at any of a plurality of call centers as recited in claims 1 and 6.

Further, regarding claims 17 and 19, the prior art Uppaluru fails to teach the claimed step of determining subscription status of the call distribution center according to the call distribution center identifier for the request. It is not obvious to modify the prior art to add this feature. Uppaluru does not need to determine subscription status of the call distribution center by using authenticated voice identifier of a caller.

Any comments considered necessary by applicant must be submitted no later then the payment the issue fee and, to avoid processing delays, should preferably accompany the issue

fee. Such submissions should clearly labeled "Comments on Statement of Reasons for Allowance."

Conclusion

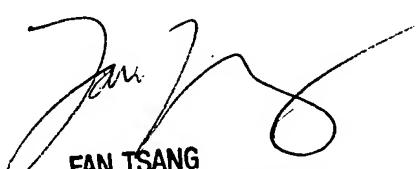
2. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Md S. Elahee whose telephone number is (571) 272-7536. The examiner can normally be reached on Mon to Fri from 8:30am to 5:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Fan Tsang can be reached on (571) 272-7547. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

M. E.

MD SHAFIUL ALAM ELAHEE
March 23, 2006



FAN TSANG
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2600